City & County of Honolulu
Department of Information Technology

Call Statistics ***

The following call statistics are based on the ALI data captured and logged by GeoComm systems at each of the Oahu PSAP sites. These figures are for the following period:

9/1/2010 - 09/30/2010

Call Totals for Oahu PSAP

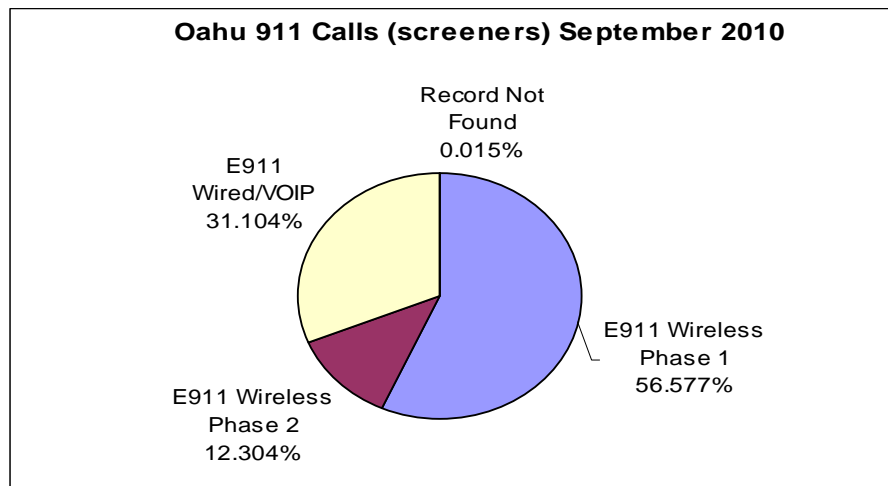|	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	20085	**31.10%**	36534	**56.58%**	7945	**12.30%**	10	**0.02%**	64574
HPD	16434	**30.94%**	28021	**52.76%**	8649	**16.28%**	11	**0.02%**	53115
HFD	1785	**39.02%**	2189	**47.86%**	600	**13.12%**	0	**0.00%**	4574
EMS	2784	**44.74%**	2674	**42.97%**	763	**12.26%**	2	**0.03%**	6223
RDC	571	**24.29%**	1079	**45.90%**	689	**29.31%**	12	**0.51%**	2351

Note:

- "Record Not Found' may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: RECORD NOT FOUND!00:15:50!911!1583304982000

-

Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	36534	56.58%
E911 Wireless Phase 2	7945	12.30%
E911 Wired/VOIP	20085	31.10%
Record Not Found	10	0.02%
Total	64574	

Oahu 911 Calls (screeners) September 2010

Record Not Found 0.015%

E911 Wired/VOIP 31.104%

E911 Wireless Phase 1 56.577%

E911 Wireless Phase 2 12.304%

Wireless V.S. Wired Calls

Wired
31.11%

Wireless
68.89%

Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	28021	52.76%
E911 Wireless Phase 2	8649	16.28%
E911 Wired/VOIP	16434	30.94%
Record Not Found	11	0.02%
Total	53115	

HPD 911 Calls - September 2010

- Record Not Found 0.021%
- E911 Wired/VOIP 30.940%
- E911 Wireless Phase 1 52.755%
- E911 Wireless Phase 2 16.284%

Wireless V.S. Wired Calls

Wired
30.95%
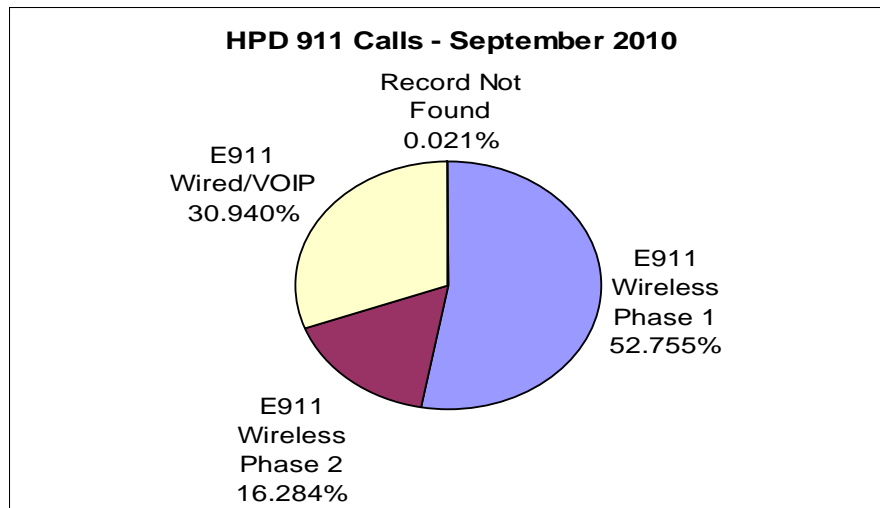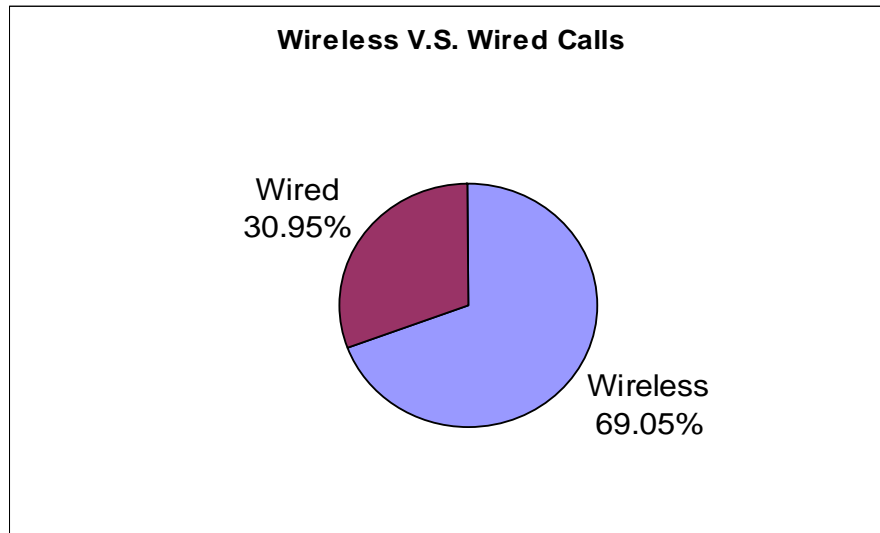
Wireless
69.05%

Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2189	47.86%
E911 Wireless Phase 2	600	13.12%
E911 Wired/VOIP	1785	39.02%
Record Not Found	0	0.00%
Total	4574	

HFD 911 Calls - September 2010

Record Not Found 0.000%

E911 Wired/VOIP 39.025%

E911 Wireless Phase 1 47.857%

E911 Wireless Phase 2 13.118%

Wireless V.S. Wired Calls

Wired 39.02%

Wireless 60.98%
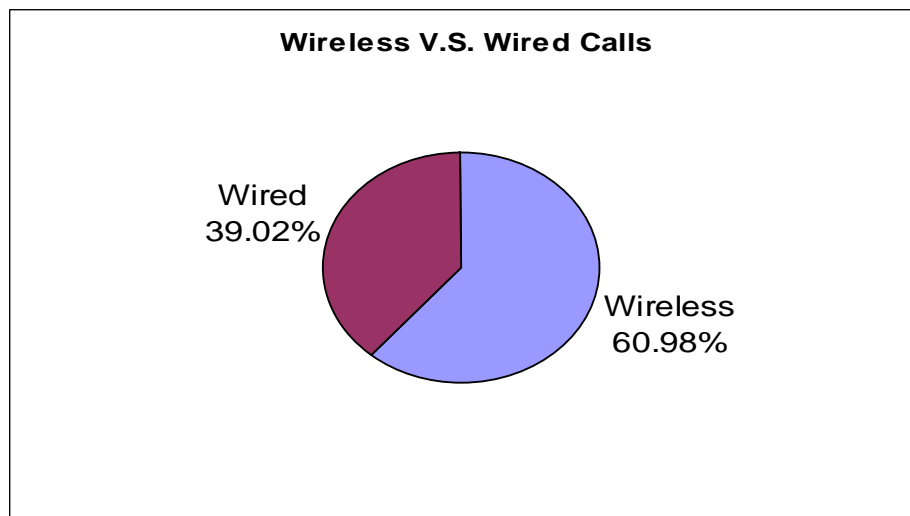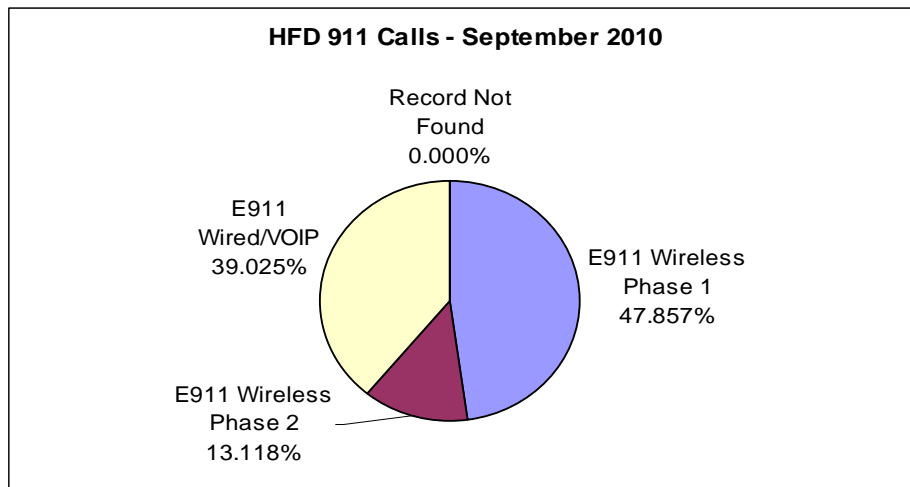
Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2674	42.97%
E911 Wireless Phase 2	763	12.26%
E911 Wired/VOIP	2784	44.74%
Record Not Found	2	0.03%
Total	6223	

EMS 911 Calls - September 2010

Wireless V.S. Wired Calls
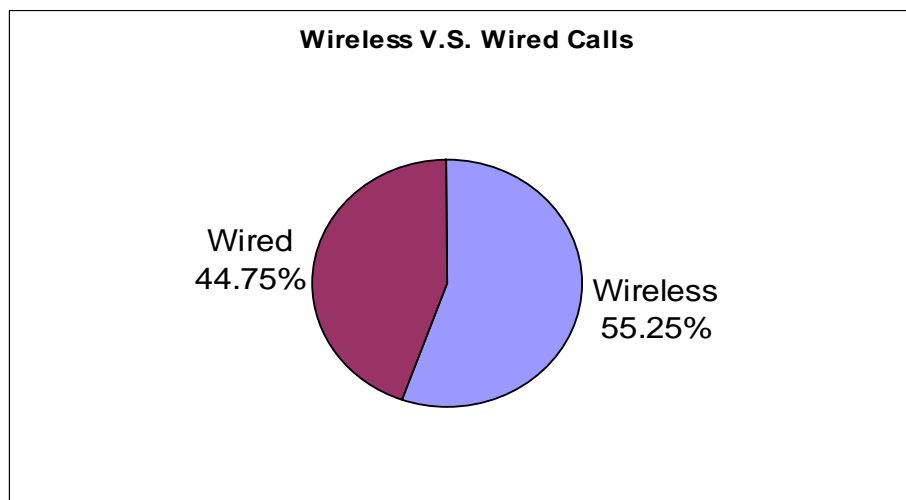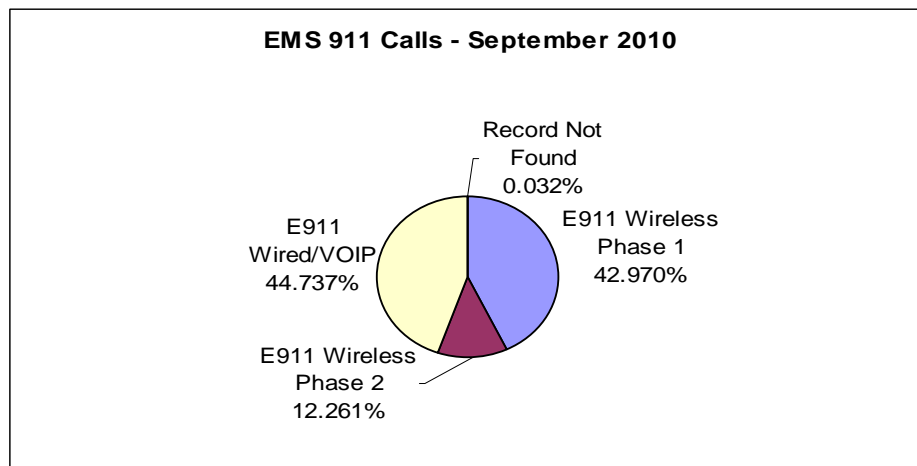
Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1079	45.90%
E911 Wireless Phase 2	689	29.31%
E911 Wired/VOIP	571	24.29%
Record Not Found	12	0.51%
Total	2351	

RDC 911 Calls - September2010

Record Not Found 0.510%

E911 Wired/VOIP 24.288%

E911 Wireless Phase 1 45.895%

E911 Wireless Phase 2 29.307%

Wireless V.S. Wired Calls

Wired 24.41%

Wireless 75.59%
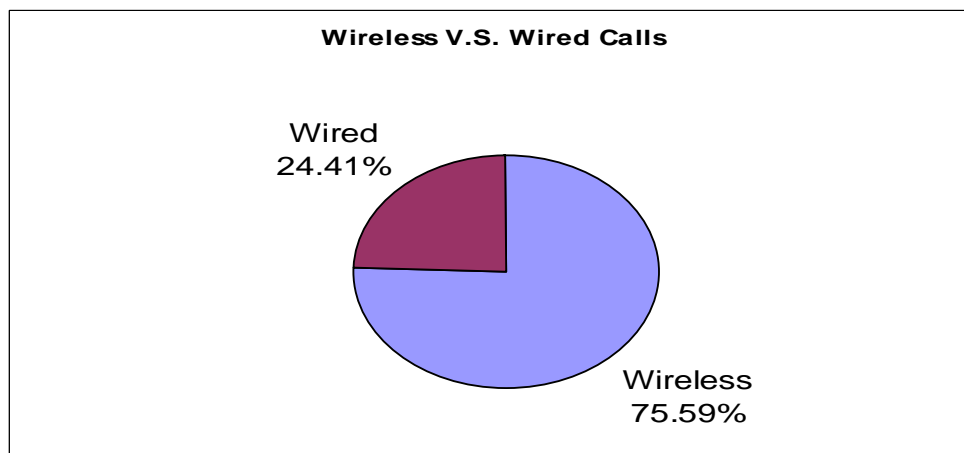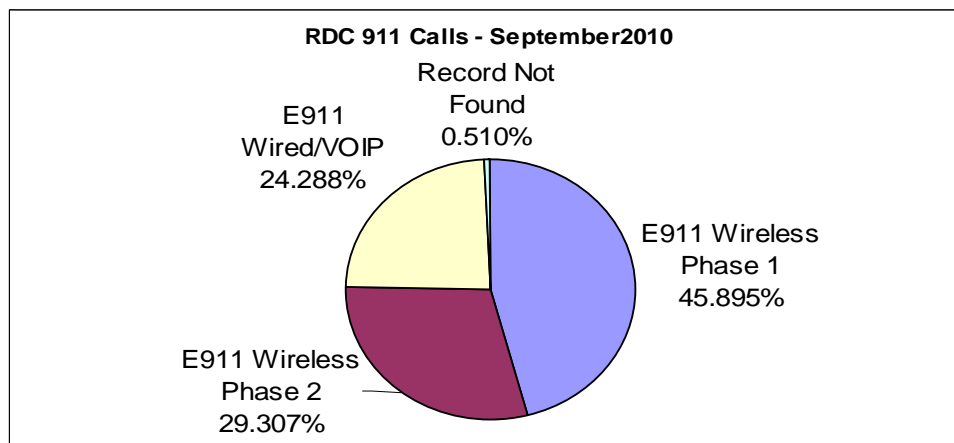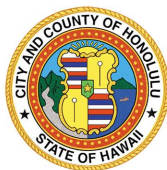
Wireless Routing Sheets Processed

Carrier	Towers	Sectors
ATTMO	5	18
Sprint	1	2
VZW	5	15

Events and Project Status

Ongoing

- DIT recently applied minor version upgrades to the GeoComm systems in addition to necessary security and functionality patches to the Windows OS.

- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.

- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.

- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.

- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.

- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- DIT continues to push out map updates to GeoComm systems.

- DIT continues to process routing sheets and generating wireless tower/sector maps.